



# POLICIES AND PROCEDURES

NO. 1

*MONTGOMERY COUNTY*

**DIVISION OF FIRE AND RESCUE SERVICES**

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DFRS CHIEF APPROVAL

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## PURPOSE

- 1.0 To require a manual for maintaining policies, procedures, organizational charts and other important information at all work sites, and prescribe the method for formatting, issuing and modifying these documents.

## APPLICABILITY

- 2.0 All personnel in the Fire and Rescue Occupational Series.

2.1



This policy was developed in cooperation with the International Association of Fire Fighters Local 1664.

## DEFINITIONS

- 3.0 Chief, DFRS: The head of the Division of Fire and Rescue Services responsible for day-to-day command of the Division and supervision of the assigned career personnel.
- 3.1 DFRS: The acronym used to identify the Division of the Montgomery County Fire and Rescue Service that comprises career employees and DFRS volunteers. The Division shares with the Local Fire and Rescue Departments the responsibility for providing direct fire suppression, rescue, and emergency medical services.
- 3.2 Directive: A statement of policy or procedure issued by the Chief, DFRS.
- 3.3 Document Control Officer: The DFRS employee assigned by the Chief, DFRS the responsibility for policy and procedure review and development.
- 3.4 Form: A standardized document, usually pre-printed or electronically constructed, that is used to record or transmit specific information.
- 3.5 Information Bulletin: A statement issued by the head of any DFRS organizational element to inform DFRS employees or members of the Local Fire and Rescue Departments of any matter of particular interest.



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- 3.6 Manual: A term used in polices and procedures to refer to the Division of Fire and Rescue Services Polices and Procedures Manual.
- 3.7 Personnel Actions: A DFRS form used to announce DFRS promotions, transfers, demotions, appointments, assignment of new hires, and separations.
- 3.8 Policies and Procedures Manual: A comprehensive collection of written Division of Fire and Rescue Services policies, procedures, and organizational information provided for the use of all Division of Fire and Rescue Services personnel. The Policies and Procedures Manual includes collections of ancillary controlling documents, such as a Directives Binder.
- 3.9 Safety Bulletin: A statement issued by the DFRS Safety Officer to inform DFRS employees and the Local Fire and Rescue Departments of matters regarding worker health and safety.
- 3.10 Training Bulletin: A statement issued by the DFRS Training Officer to inform DFRS employees and the Local Fire and Rescue Departments of training issues. A Training Bulletin may also be used internally by the Public Safety Training Academy for training information relevant to instructors.

## POLICY

- 4.0 The Division of Fire and Rescue Services Policies and Procedures Manual is the official method of documenting and collecting policies, procedures, organizational structure, functions, activities, and services of DFRS.
- 4.1 Documents in the DFRS Policy and Procedures Manual do not supercede any part of any Montgomery County Fire and Rescue Commission Policy, law, Executive Regulation, order by the County Executive, the Montgomery County Administrative Procedure, Personnel Regulations, or Collective Bargaining Agreements.



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- 4.2 Except for conflicts with the requirements of section 4.1 above, the Chief, DFRS, in his or her sole discretion, may approve an exception to any DFRS Policy and Procedure, Directive, or other controlling document or order issued within or by the Division. Notice of such action must be provided to the certified representative of the employee bargaining unit.
- 4.3 All DFRS Policies, Procedures, Directives, Forms, and Bulletins must be typed using the "Arial 12 point" font.
- 4.4 Forms issued for use as part of the implementation of a policy or procedure must include:
- a. A sequential number designator that includes: a two-letter designation indicating general organizational origin (e.g. AD = Administrative, EM = Emergency Medical Services, TR = Training, and OP = Operations, etc.), a two-digit abbreviation indicating the year issued, and three digits indicating the form number. If revised, the month and year of latest revision given numerically follow the form number. For example, a form designated AD87003 06/01 indicates that it is an administrative form, issued in 1987, is form number 003, and was revised in June 2001;
  - b. A header, centered at the top of the first page of the form that includes the following information:

Division of Fire and Rescue Services  
Montgomery County, Maryland  
Organizational Element (*Optional*)  
Name of the Form
  - c. The DFRS seal in the top left corner of the form. See Attachment 8.2 for a sample form.
- 4.5 Directives must be:
- a. Formatted as the sample in Attachment 8.3;
  - b. Numbered sequentially by year and Directive number (e.g., 01-3);
  - c. Issued on blue paper;



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- d. Posted on the station bulletin board for 30 days from the date of reception. After 30 days, Directives are to be placed in a Directives binder until rescinded. When rescinded, Directives are to be placed in an "Old Directives" station file for a period of twelve (12) months and then destroyed; and
  - e. Rescinded in writing by the Chief, DFRS when no longer in effect, or include a cancellation date.
- 4.6 Information Bulletins must be:
- a. Formatted as the sample in Attachment 8.4;
  - b. Numbered sequentially by year and Bulletin Number (e.g., 01-6);
  - c. Issued on white paper;
  - d. Posted on the station bulletin board for 30 days, then maintained in a separate reading file for two (2) years.
- 4.7 Personnel Actions must be:
- a. Formatted as the sample in Attachment 8.5;
  - b. Numbered sequentially by year and Personnel Action number (e.g., 01-3);
  - c. Issued on golden rod paper; and
  - d. Posted on the station bulletin board for 30 days from the date of issuance, then maintained in a separate reading file for two (2) years.
- 4.8 Safety Bulletins must be:
- a. Formatted as the sample in Attachment 8.6;
  - b. Numbered sequentially by year and Safety Bulletin number (e.g., 01-3);



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- c. Issued on white paper; and
  - d. Posted on the station bulletin board for 30 days from the date of issuance, then placed in a permanent file for future reference.
- 4.9 Distribution of a new or revised document or page automatically cancels the existing issue of the same document or page and is identified by a new issue date and a cancellation section.
- 4.10 Development and revision of policies and procedures must be completed according to the flow chart in Attachment 8.0, unless otherwise noted in this policy.

## RESPONSIBILTIES

- 5.0 All DFRS personnel are responsible for:
- a. Familiarizing themselves with and maintaining a constant awareness of the documents contained in the Policies and Procedures Manual;
  - b. Making suggestions for new or revised policies and procedures or other controlling documents which may be necessary; and
  - c. Adhering to all DFRS Policies and Procedures, Directives and other controlling documents.
- 5.1 Supervisory personnel are responsible for ensuring that subordinate personnel know and comply with all applicable Policies and Procedures, Directives and other controlling documents.
- 5.2 Station Commanders are responsible for maintaining and updating the official station DFRS Policy and Procedures Manual, and maintaining all Bulletins, Directives, Personnel Actions, and other forms in the prescribed manner.
- 5.3 Bureau Chiefs and the heads of other DFRS organizational elements are responsible for:
- a. Assigning document numbers;



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- b. Maintaining master files of issued documents;
  - c. Forwarding all suggestions for new or revised policies and procedures to the Deputy Chief, Bureau of Program Support Services via the chain of command; and
  - d. Reviewing and commenting on all other draft policies and procedures and directives in a timely fashion.
- 5.4 The Document Control Officer or designee is responsible for:
- a. Coordinating all comments relating to the proposed documents or revisions to existing documents contained in the Policy and Procedure manual;
  - b. Maintaining files of all issued documents;
  - c. Coordinating support services; and
  - d. Annually reviewing the Policy and Procedure Manual.

## PROCEDURE

- 6.0 Any DFRS employee may forward a proposal to the Document Control Officer via the chain-of-command, to establish, revise, or modify a current policy or procedure.
- 6.1 The flow chart for preparation of documents is illustrated in Attachment 8.0 of this policy. The illustrated development process will be followed for all new or revised policies and procedures except those specifically reserved for negotiation under the Agreement between management and the certified employee bargaining unit.
- 6.2 Documents must be prepared in accordance with the format and standards contained in Attachment 8.1 of this policy. The originator must submit typed draft documents to his or her Bureau Chief via the chain-of-command. Each level of the chain-of-command will provide appropriate comment and/or recommendation. The Bureau Chief will then forward the draft document to the Document Control Officer.



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- 6.3 The Document Control Officer or designee will review the draft document for organization, conflict, and readability, making appropriate changes according to recommendations received from the chain-of-command.
- 6.4 The draft document will be circulated for comment according to the flow chart, Attachment 8.0. A revised draft document may be circulated one or more additional times if the comments received generate substantive changes to the original draft. Comments must be returned to the Document Control Officer within 30 days of distribution of the draft for each round of comments. The Deputy Chief, Bureau of Program Support Services may waive the 30-day comment deadline.
- 6.5 When sending draft documents out for comment, the Document Control Officer will distribute:
  - a. A marked up version containing the proposed changes with language to be deleted indicated by brackets and new language indicated by underline;
  - b. A clean copy incorporating the proposed changes with brackets and underlines removed; and
  - c. Electronic copies of the marked up version and clean version on floppy disk. Electronic copies may also be distributed via e-mail.
- 6.6 After receiving input generated by the comment process, the Document Control Officer or designee will review the draft document comments, make final editorial changes, and prepare a final copy for the DFRS Chief's signature.
- 6.7 Distribution of the approved document will then be made to all Division of Fire and Rescue Services work sites and Manual holders for inclusion in the Manual.
- 6.8 Once a new policy is distributed to the work sites, the officer-in-charge of the work site will have all DFRS personnel review the new policy.
- 6.9 Cancellation of documents will be done in writing and issued by the Chief, DFRS.



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## CANCELLATION

- 7.0 This policy cancels and replaces DFRS Policy and Procedure No.1 entitled Policies and Procedures issued January 9, 1998.

## ATTACHMENTS

- 8.0 DFRS Policy Development Flow Chart
- 8.1 Format and Standards Description
- 8.2 Sample Form
- 8.3 Safety Bulletin format
- 8.4 Training Bulletin format
- 8.5 Directive format
- 8.6 Information Bulletin format
- 8.7 Personnel Action format
- 8.8 Policies and Procedures format